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Attorney's Docket
066416.0103

PATENT
Serial No. 09/547,627

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
Serial Number:
Date Filed:
Group Art:
Examiner:
Title:

Daniel N. Duncan, et al.
09/547,627
April 12, 2000
2642
Bui, B.
**METHOD AND SYSTEM FOR SCHEDULING
INBOUND INQUIRIES**

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JUN 21 2002

Technology Center 2600

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smc
6/21/02
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5/16/03
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Honorable Commissioner of Patents

I hereby certify that this Response to
Office Action is being deposited with
the United States Postal addressed to:
Box AF Commissioner of Patents, on
the date shown below.

Attorney for Applicant

June 5, 2002

Date

Dear Sir:

RESPONSE TO OFFICE ACTION

In response to the Office Action mailed April 10, 2002,
Applicants request that the Examiner reconsider the rejections
of the claims in view of the following amendments and remarks:

IN THE CLAIMS:

For the convenience of the Examiner, all pending claims
of the present application are shown below in clean form
whether or not an amendment has been made. Please refer to
the attached sheet showing a mark-up version of the amendments
to the claims.

1. **(Twice Amended)** A method for ordering inbound
inquiries, the method comprising:

Please
Enter for
Appeal
Gm

ENTER 11/01/02
NOT ENTER 2
JUL-02-02

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